

WE ARE NEWHAM.



Recruitment

Assistant Director of Early Intervention and Neighbourhood Operational Support

Candidate Pack | March 2026





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Welcome

From Fiona Connolly,
Corporate Director of Adults and Health

Dear Candidate,

Thank you so much for taking the time to explore these roles. I really do appreciate it, because choosing where you invest your leadership energy matters. And if you are someone who is driven by purpose, complexity and the chance to make a visible difference, Newham is a place where your work truly counts.

We are at a genuine turning point. The past few years have been challenging, and I won't pretend otherwise. But we are now moving into a much more stable and hopeful phase: clearer priorities, stronger governance, a renewed sense of direction, and a leadership team that is grounded, supportive and ambitious for our residents. It feels different, and in the best possible way.

Adult Social Care and Public Health sit right at the heart of that journey. We serve one of the most diverse populations in the country, with extraordinary strengths and significant inequalities. That combination brings responsibility, but it also brings the kind of purpose that makes this work so meaningful.

When things improve here, they improve for people who feel it immediately, older residents, carers, people with disabilities, those navigating crisis, families who need us to get things right. It's why these roles matter so much.

We also know we need leaders who bring a range of experiences and perspectives. At senior levels, our ASC workforce isn't as diverse as it should be, and I am absolutely committed to changing that. We want leaders who reflect our borough, who understand complexity, who can bring empathy and professional confidence into the room, and who can build cultures rooted in trust, respect and brilliant practice.

You will hear a lot from me about practice. Strong, values-driven social care practice is non-negotiable here, and these posts give real scope to shape that. We've invested in the service, including significant growth to our Adult Social Care budget over the coming years, because we believe in strengthening early intervention, stabilising the workforce and improving how residents experience our support every single day.

There is also something uniquely exciting about joining us now. A new leadership cohort is forming, relationships with Members are settling, our improvement programmes are clearer, and there is real appetite for people who want to help shape the next chapter, not just maintain the last one.

You won't be coming into a vacuum; you will be joining a team that is honest, kind, reflective and ready to get on with meaningful work.

If you choose to apply, you will be supported. You will be challenged. You will be trusted. And you will be joining a group of people who care, genuinely, about each other, our workforce and the residents we serve.

If any of what I've said resonates with you, then I very much hope to hear from you.

Warmest wishes,
Fiona Connolly,
Corporate Director of Adults and Health
London Borough of Newham

Our Values

At Newham, our **HEART values** guide everything we do. Alongside these, our 'We Are Newham' commitments, supporting residents, empowering young people, building homes, protecting communities, capture our purpose and priorities.

As Director of Adult and Social Care, you will be expected to embody these values every day, in how you advise Members, how you lead your team, how you work across the system, and how you hold the line on health inequalities. In this role, living our values means:

- Lead services that are rooted in dignity and strength-based practice
- Target resource toward those with the highest needs and greatest inequalities
- Balance statutory compliance with compassion and innovation
- Build a workforce culture that is accountable, inclusive and professionally confident



Hear from the Mayor



Who we are



The Opportunity

Assistant Director – Early Intervention & Neighbourhood Operational Services London Borough of Newham

Salary: £77,610 – £98,436 pa

Qualified Social Worker

Min of 3 Days in the office/borough

Lead frontline delivery. Strengthen neighbourhood practice. Drive system flow and independence.

Newham is one of London’s most dynamic and diverse boroughs, entering a new phase of stability, investment and ambition. With strengthened governance and clearer priorities, we are building a leadership team that can deliver visible improvement with pace, purpose and heart. We are looking for a confident, compassionate and operationally skilled leader who can shape high-quality adult social care practice where it matters most, in neighbourhoods, communities and frontline services.

As Assistant Director for Early Intervention & Neighbourhood Operational Services, you will bring strong operational management expertise, safeguarding confidence and the ability to lead multi-disciplinary teams in a complex, fast-moving environment.

You will model Newham’s HEART values, champion strengths-based practice, and motivate several hundred staff delivering essential frontline support. Your leadership will help shape a culture that places dignity, independence and community wellbeing at the centre of everything we do.

You will oversee a wide portfolio of statutory and preventative services, including Access and Discharge, Hospital-to-Home pathways, Rapid Response, Neighbourhood Long-Term Teams, Reablement, Occupational Therapy, and support for residents facing homelessness or rough sleeping. You will hold responsibility for ensuring safe operational delivery, strong partnership working, robust safeguarding arrangements, and effective performance, budget and workforce management. You will work closely with health partners, voluntary sector colleagues and other statutory agencies to strengthen integration, improve flow and deliver better outcomes for residents.

If you are an ambitious, authentic and energised leader who can drive improvement, build strong relationships and lead frontline teams with clarity and compassion, we’d love to hear from you.

We Are Newham. Join us!

For questions or an informal discussion, please contact:



Amin Aziz

on 07709 514 141 or email:
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Tom Niven

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tom.niven@penna.com



Bruna Varante

on 07858 306725 or email:
bruna.varante@penna.com

Application deadline: Monday 30 March 2026

The Role

Grade:	SMR-C	Date:	February 2026
Post No.	TBC	Evaluation No.	LBN 841
Directorate:	Adults and Health		
Reports to:	Director of Adults Social Care		
Budget Responsibility	£9.7m		
No of Direct Reports	Up to 5		

Overall Purpose of this Role

To provide leadership and accountability for the delivery of a comprehensive portfolio of services within Adult Social Care, Early Intervention, and Neighbourhood Operational Services, leading the effective delivery of the Local Authority’s statutory responsibilities for individuals with disabilities in line with the corporate strategy. Ensuring support for older people, individuals with sensory impairments, those requiring safeguarding, people in need of occupational therapy, asylum seekers, as well as their families and carers.

To lead the Divisional Management Team (DMT) to ensure that Directorate service plans and priorities are achieved and providing system leadership within the adults and health portfolio, working collaboratively across place-based partnerships, the Integrated Care System, and wider stakeholders. System leadership is within the strategic framework set by the Director of Adult Social Care and is not intended to constitute a corporate-wide system leadership role.

Key Responsibilities

Key responsibilities below are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. Champion a people centred approach by ensuring adult social care services is designed and delivered in line with the Council’s philosophy of “people at the heart of everything we do”, using co design, co production and meaningful engagement with residents and carers.
2. Model and embed a culture of dignity, respect and valuing potential, ensuring these principles underpin all divisional activity and decision making.
3. Ensure services understand and respond effectively to the needs of residents and carers, maximising the use and impact of services, monitoring and improving performance, and securing value for money and high levels of user satisfaction.

4. Provide strategic leadership of people, budgets and resources, ensuring innovative and effective deployment within cash limited budgets, balancing risk and need to optimise outcomes for residents and carers.

5. Drive strong partnership working with Health partners, statutory agencies, the voluntary sector and wider stakeholders to deliver high quality, efficient and integrated services within available resources.

6. Lead the development of preventative, inclusive and outcomes focused services, promoting independence, choice and social inclusion, and ensuring best value and cost efficiency within a multi million-pound market.

7. Lead the strategic and operational oversight of adult safeguarding arrangements, ensuring robust governance, quality assurance, escalation, audit and learning mechanisms, while recognising that case responsibility sits with designated professional leads.

8. Provide system level risk and assurance leadership, ensuring effective risk management and statutory compliance across the portfolio, and acting as the Council’s senior specialist adviser and subject matter expert on adult social care responsibilities.

Areas of Knowledge and Understanding Required from Senior Managers

Strategy

Effective strategy formulation is crucial for achieving organisational goals and ensuring long-term success. It involves setting clear objectives, analysing internal and external environments, and developing actionable plans to navigate challenges and seize opportunities. A well-defined strategy aligns the organisation's resources and efforts towards a common vision, fostering coherence and direction across all levels. By continuously monitoring and adjusting the strategy in response to changing circumstances, organisations can maintain their competitive edge and drive sustainable growth.

Service Quality

Service quality is the cornerstone of customer satisfaction and loyalty. It encompasses the consistent delivery of reliable, responsive, and empathetic services that meet or exceed customer expectations. High service quality is achieved through well-trained staff, efficient processes, and a customer-centric culture. By actively seeking feedback and continuously improving service delivery, organisations can build strong relationships with their customers, enhance their reputation, and differentiate themselves in the marketplace.

Performance

Performance management is essential for maximising organisational efficiency and

effectiveness. It involves setting performance standards, monitoring progress, and providing feedback to ensure that employees and teams are meeting their objectives. By fostering a culture of accountability and continuous improvement, performance management helps identify areas for development and recognise achievements.

This process not only enhances individual and team performance but also contributes to the overall success of the organisation.

Resource Management

Resource management is the strategic allocation and utilisation of an organisation's assets, including human, financial, and physical resources. Effective resource management ensures that resources are used efficiently and effectively to achieve organisational goals. This involves planning, monitoring, and controlling resources to avoid waste and maximise value. By optimising resource allocation, organisations can improve productivity, reduce costs, and enhance their ability to respond to changing demands and opportunities.

Leadership and Culture

Leadership and culture are fundamental to shaping an organisation's identity and driving its success. Effective leadership inspires and motivates employees, fosters innovation, and guides the organisation through change. A positive organisational culture, characterised by shared values, trust, and collaboration, enhances employee engagement and performance.

By cultivating strong leadership and a supportive culture, organisations can create an environment where employees thrive, and collective goals are achieved.

Leadership and culture are fundamental to shaping an organisation's identity and driving its success. Effective leadership inspires and motivates employees, fosters innovation, and guides the organisation through change. A positive organisational culture, characterised by shared values, trust, and collaboration, enhances employee engagement and performance. By cultivating strong leadership and a supportive culture, organisations can create an environment where employees thrive, and collective goals are achieved. Accountability ensures that leaders and employees alike take responsibility for their actions and decisions, fostering a sense of ownership and integrity. Additionally, embracing Equity, Diversity, and Inclusion (EDI) promotes a workplace where diverse perspectives are valued, leading to more innovative solutions and a stronger, more cohesive team.

Key Statements – Working for Newham Council

People at the Heart of Everything We Do

You must be committed to putting people – Newham residents and Council staff – at the heart of everything you do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and Diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our Staff and Services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate Parent

Every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

H.E.A.R.T Values

All employees should familiarise themselves with and fully embrace our HEART values. These core values and behaviours of Honesty, Equality, Ambition, Respect and Together belong to everyone at the council and we all have a responsibility to practise them and make sure they are visible in everything we do.

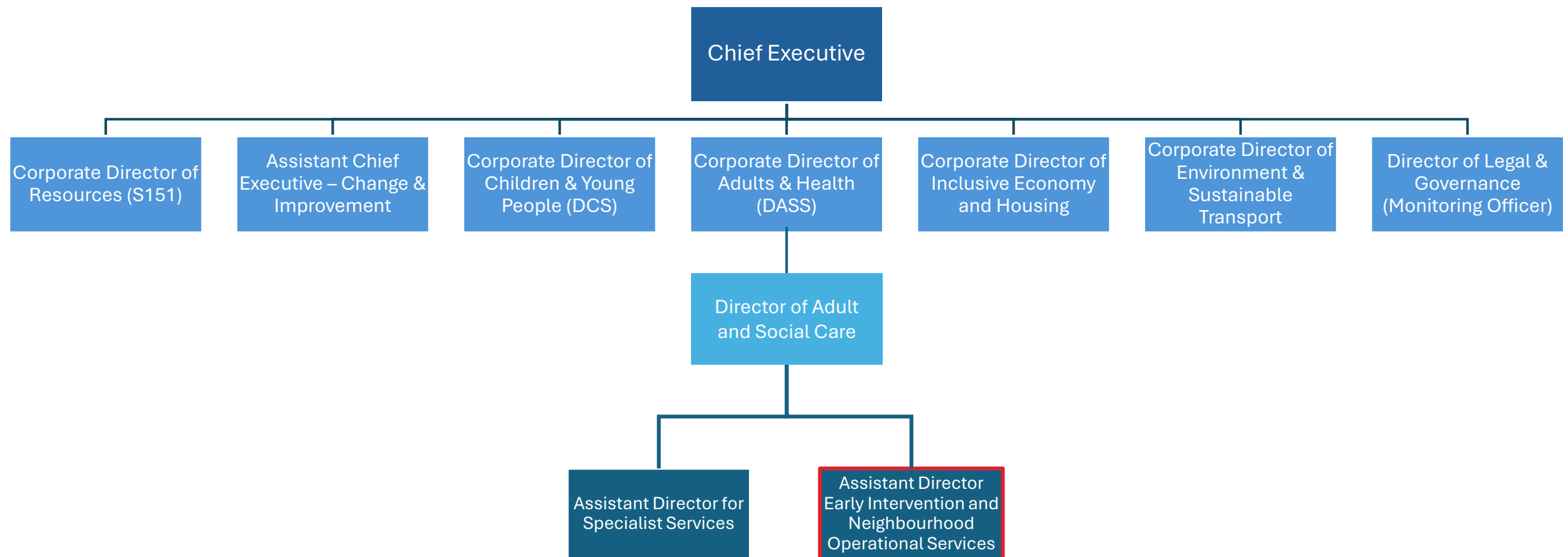
Person Specification

Important Information for Applicants: The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

Person Specification Requirements	Assessment Method
Qualification Requirement	(A/I/T)
Educated to degree level or equivalent level of work experience at a senior level relevant to the field.	Application
Relevant Professional qualification appropriate to background, with registration to the relevant professional body where applicable.	Application
Evidence of continuing professional/management development.	Application
Knowledge	
Significant knowledge and experience in managing and delivering health and adult social care services	Application/Interview
Significant management / partnership working knowledge and experience in a large multi-disciplinary organisation	Application/Interview
Specialist knowledge of health and social care governance underpinned by theory and experience.	Application/Interview
Significant management / partnership working knowledge and experience in a large multi disciplinary organisation	Application/Interview
Skills	
Excellent ability to plan and lead strategic and operational change Vision and translate that vision into reality.	Application/Interview
Highly effective decision maker	Application/Interview
Managerial skills including the ability to develop, implement and monitor appropriate qualitative and quantitative indicators to measure the performance of the service.	Application/Interview
Ability to use management and budget information to judge service performance and to devise and implement service improvement strategies.	Application/Interview
Detailed understanding of social care governance. Understand and translate national directives and agendas into appropriate local strategies and plans.	Application/Interview
Excellent interpersonal skills, particularly with respect to negotiation and influencing. A proven ability to influence others to achieve change.	Application/Interview
Knowledge of recent practice and policy developments relating to social care governance.	Application/Interview
Ability to prioritise conflicting demands and to work effectively under pressure to meet deadlines.	Application/Interview
Ability to develop benefits realisation plans and implement the change to maximise the efficiency of the service and deliver savings in an innovative way.	Application/Interview
An ability to assess the impact of legislative or administrative changes affecting the service including health and safety issues and to proactively implement changes to comply with those requirements.	Application/Interview
Ability to listen and respond sensitively to the needs of the community and structure the service around the needs of customers.	Application/Interview

Experience		
Appreciation of major reforms and best practice relating to service area.		Application/Interview
Comprehensive knowledge of issues/challenges for the service, nationally/regionally and locally.		Application/Interview
Track record of successfully delivering complex programmes or projects relating to the service area.		Application/Interview
Knowledge of current issues and statutory and regulatory requirements for service area		Application/Interview
People management at an organisational level including motivation, performance and capability.		Application/Interview
Providing strategic leadership to a range of functions, maximising efficiency, different delivery models and improving performance.		Application/Interview
Delivering operations at a senior level.		Application/Interview
Effective Partnership working at a senior level.		Application/Interview
Demonstrable experience of working effectively with elected members, political leadership, scrutiny and governance arrangements within a complex local authority environment.		Application/Interview
Leading, managing and delivering transformational change in a complex organisation.		Application/Interview
Experience of the application and development of Digital solutions in a changing environment.		Application/Interview
Managing budgets, financial information and the budget setting process at a senior level.		Application/Interview
Managing budgets, financial information and the budget setting process at a senior level.		Application/Interview
A detailed understanding and awareness of the inspection regime for the designated area of service and partner services.		Application/Interview
Additional Requirements		
DBS	Yes	Level (Enhanced)
Politically Restricted Post	Yes	
Participate in monthly on call rota	No	

Organisation Chart



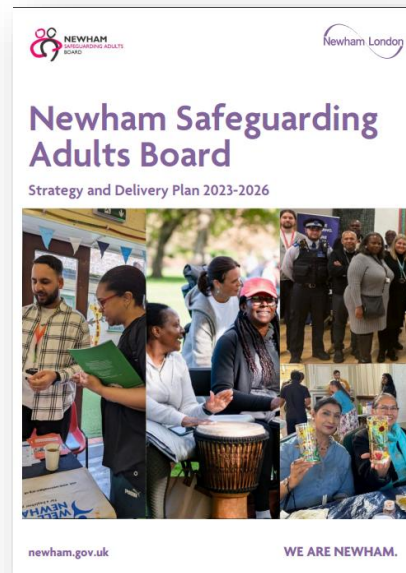
Further Reading



[Newham's Adult Social Care Plan](#)



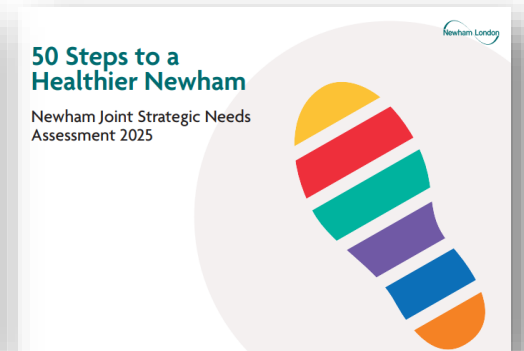
[Adult Social Care Market Shaping Plan](#)



[Newham Safeguarding Adults Board 2023-2026](#)



[Newham Ageing Well Strategy 2022](#)



[Newham Joint Strategic Needs Assessment 2025](#)



[Newham's Carers Strategy](#)

How to apply?

This guidance contains important information to help with your application:

Please apply by submitting a **CV and Cover Letter** (no more than four sides of A4 in length per document aligned to the person specification). Please also include your contact details.

Please ensure your full employment history is outlined in your CV; where there are essential criteria, competencies and/or qualifications please make clear how you meet these. We may wish to verify this information during the recruitment process.

Please provide the details of two referees. Note that **we will only approach referees for candidates proceeding to final selection and only with your permission**. Please clearly indicate whether we can approach each referee before the selection date.

Please share with us in your Supporting Statement the values and behaviours that you bring to your leadership, and how you will transfer your skills and experience into this role.

Please complete the Equal Opportunities Monitoring Form when you upload your details via our website.

Please upload your application by the closing date – no applications will be accepted once the long listing process has begun.

Following long-listing, you will be contacted directly by a Penna consultant to update you on the status of your application.

Asking for adjustments: we're committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to consider doing anything differently during the application, interview, or assessment process, including providing information in an alternative format, please contact us.

To apply for this role, please visit the following link to upload your CV and Cover Letter: <https://execroles.penna.com>

Key Dates

Applications deadline	Thursday, 9 April 2026 11:59pm
1st Stage Interview	Friday, 24th April
1:1s with Corporate Director	Monday, 11 th May
Stakeholder Panel	Monday, 11 th May
Final Panel	Wednesday 20 th May

For questions or an informal discussion, please contact:



Amin Aziz
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amin.aziz@penna.com



Tom Niven
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tom.niven@penna.com



Bruna Varante
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Penna Executive Search

Inclusive Leadership ...Redefined!

At Penna, we specialise in connecting outstanding professionals to senior leadership roles that shape the future of local government.

Our decades of experience working with local authorities set us apart. We understand the demands of political leadership, the importance of corporate plans, and the skills needed to navigate complex, challenging environments.

We work with integrity, imagination, and determination to ensure every placement is the right fit. Whether you are looking for leaders who can deliver major change initiatives, champion high performance cultures, or build stronger partnerships with communities and stakeholders, our specialist team will help you find the talent who can turn vision into reality.

At Penna, we don't want to just fill roles, we want to build leadership that delivers stronger, fairer, and more sustainable communities.

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Thank you for your interest in the role.